

**FR-5900-N-22**  
**Supportive Services Demonstration for Elderly Households in**  
**HUD-Assisted Multifamily Housing**  
**FAQs**

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**1. How is the Demonstration different than the existing Service Coordinator Program?**

There are many differences. The existing Service Coordinator Program and the Demonstration are both intended to address the supportive service needs of elderly residents in HUD-Assisted Multifamily Housing. However, the Service Coordinator Program is a longstanding program - authorized through the National Affordable Housing Act, Section 808 (Public Law 101-625) then later expanded through the 1992 Housing and Community Development Act (HCDA) (Public Law 102-550) - while the Demonstration is a time-limited effort to produce evidence about the impacts of supportive services on aging in place. The following defining features are limited to Demonstration:

- Employment of a part-time Wellness Nurse who will work with the Enhanced Service Coordinator to develop an approach to address resident needs, with technical assistance and guidance from HUD;
- The role of the Enhanced Service Coordinator and the Wellness Nurse will be standardized across **all** properties in the treatment group—the Demonstration will provide technical assistance to ensure uniform implementation;
- An evaluation component that will help the research team assess the impact of supportive services on health outcomes;

This Demonstration will include properties that currently employ a service coordinator as well as properties that currently do not have a service coordinator. Properties that already have service coordinators may receive funds to augment their current programs. So if you are already receiving HUD funds to cover the cost of participating in the Service Coordinator Grant Program, you can still apply to the Notice of Funding Availability (NOFA) and participate in the Demonstration—in fact, we encourage you to apply!

**2. What is an Enhanced Service Coordinator?**

Traditionally, service coordinators provide residents with information and referrals to necessary community based supportive services. To build the evidence for successful aging in place, the Demonstration builds on this model and strives to meet the needs of the residents in a more collaborative and coordinated approach. HUD envisions, for example, that the Enhanced Service Coordinator in coordination with the Wellness Nurse will conduct supportive service needs assessments of residents; identify and coordinate the delivery of services; monitor receipt and follow-through of services, and build and sustain partnerships with service providers. The Enhanced Service Coordinator will be paired with part-time Wellness Nurse and work as part of interdisciplinary team to assess residents' needs and provide social and health service coordination. The roles of the Enhanced Service Coordinator (and Wellness Nurse) will be well- defined so that all

Demonstration properties implement the same model. The implementation of the interdisciplinary team will be supported by outside experts under contract to HUD.

### **3. How will applicants' properties be selected for funding?**

Applicants' properties will be selected based on criteria outlined in the NOFA. Applications that meet the threshold criteria will be eligible for the Demonstration and considered in a two-part process: HUD will first conduct a state-level ranking and then enter properties within selected states into a lottery. This two-prong approach will enable a robust evaluation designed to detect the impacts of the Demonstration on resident health and well-being.

The Demonstration will be targeted to states that have a minimum number of eligible applicants. The states will be ranked and selected according to three factors: (a) availability of data to measure the impact of the program on health outcomes and costs (measured as the rate of Medicare Fee-for-Service enrollment among seniors); (b) availability of state-level health initiatives that are improving care coordination for elderly persons (measured as the number of relevant CMS state-level initiatives in the state); and (c) pool of eligible applicants (measured as the number of eligible applicants in the state). This ranking will ensure that study data used to determine health impacts of supportive services will be comparable, robust, and accessible to the researchers. The purpose of the Demonstration is to produce valid evidence about the impact of supportive services for the elderly on health outcomes, therefore selection of states and properties is determined by the needs of the research design. HUD would prefer to include applicants from all states, but it is not practical to do so and still meet the requirements of a rigorous evaluation.

Properties in selected states will be assigned by lottery to either a treatment or a control group. In practical terms, this means that treatment properties will get funding to implement the model of Enhanced Service Coordination and Wellness Nurse care, while control properties will provide their usual care and receive incentives to collaborate with HUD and the evaluation research team. Both treatment and control properties are necessary for this Demonstration to produce reliable evidence about the impact of the program model on health outcomes. The existence of a valid control group is one big distinction between running a Demonstration, which is aimed at creating evidence, and simply implementing a program.

To keep eligibility as broad as possible, we include two pools of properties, those that currently have a service coordinator, and those that do not. This means that you can apply for this NOFA whether or not you currently have a service coordinator. If you do have a service coordinator, the Demonstration will help you *enhance* the level of service coordination—it will standardize and improve the training and service delivery aspects of the position, plus fund a part-time Wellness Nurse. Those without service coordinators will receive funding for an Enhanced Service Coordinator and a part-time Wellness Nurse.

Applications eligible for funding that were not initially selected for the treatment or control groups may be placed on a waiting list. Subject to the availability of funds, these applications could be selected for funding at a later date. To be considered, applicants must indicate their preference to opt-in or opt-out of being placed on a waiting list. If selection from the waiting list is exhausted, this NOFA will allow for the solicitation of new applications through a second- round NOFA process.

**4. How is the package of services provided by the Enhanced Service Coordinator and part-time Wellness Nurse different than Assisted Living Facilities?**

Assisted Living is a licensure category of programs overseen by states and may be known by different names, including residential care, board and care, and congregate care. There are key distinctions. The Enhanced Service Coordinator and Wellness Nurse will not assist directly with activities of daily living such as bathing, dressing, and eating, housekeeping and laundry, and transportation; this type of care would typically be provided at an Assisted Living facility. The function of the Enhanced Service Coordinator plus Wellness Nurse interdisciplinary team is *to identify supportive service needs* and coordinate with *community based providers*, as appropriate, to ensure access to services. The cost of the Enhanced Service Coordinator plus Wellness Nurse team is borne by the property and participation by the tenants is voluntary. **NOTE:** Owners may not require residents, as a condition of admission or occupancy, to accept any supportive services.

**5. What happens if we don't have enough applicants to create a sufficient number of properties participating fully in the research evaluation?**

HUD seeks *at least* 80 participating properties for this Demonstration. If there are not enough applicants of the types needed to fulfill requirements of the research design, HUD will consider extending the application period for an additional 30 days or re-issuing the NOFA in order to provide additional time to secure sufficient participation. HUD will also consider a different evaluation design approach to evaluate the impact of the Demonstration with the number of participating properties.

**6. How will HUD and HHS use the data resulting from the Demonstration?**

HUD and HHS will use aggregated data to consider future policy recommendations to support the successful aging in place of older Americans living in HUD-assisted housing. We expect the results will help our agencies respond to the needs of the growing number of older Americans that are both currently served by assisted housing and are eligible for assisted housing. Additionally, HUD will disseminate widely the results of the Demonstration, including research results, training and assessment tools, and best practice guides.

**7. What happens to the funded properties when the Demonstration is over? Are they guaranteed future funding for the services provided during the Demonstration?**

Awards through this NOFA are for an initial three years of funding with two annual extensions subject to the availability of funds. All annual renewals after year five are subject to appropriations. If you are currently funding a service coordinator via the HUD Service Coordinator Grant Program, you will continue to be eligible for this program and associated renewals after the end of the Demonstration. Participation in the Demonstration does not affect your eligibility for the HUD Service Coordinator Grant Program after the Demonstration ends.

**8. What incentives will be provided to the owners whose properties are selected for the control group?**

The complete incentive package to be awarded to applicants assigned to the control group will be designed to take in to account the time and effort required of the control group. The control group is a critical part of the Demonstration. Information about the incentive package will be provided at the time of applicant enrollment and selection.

**9. What if I want to be part of the Demonstration and evaluation but I provide more services than the intervention being studied, such as already having an onsite Nurse?**

HUD cannot include in this Demonstration properties that provide *more* services than the Demonstration program will provide and so you will not be eligible to apply. However, HUD hopes to study and share other best practice models with these properties in the future.

**10. How can I learn more about this Demonstration?**

Knowing that this NOFA is the first of its kind for Multifamily Housing, many learning opportunities and vehicles for answering your questions will be made available.

- We first ask that you [Read HUD's Notice of Funding Availability \(NOFA\)](#) in its entirety
- Connect to the February 2, 2016, webcast that will be streamed at 1:00 pm EST via [www.HUD.gov](http://www.HUD.gov)  
*Note: Registration is not required and clicking on the link will bring you directly to the desired page.* Also, the Webcast will be archived for later viewing
- Email all questions to the [MFSC@Hud.gov](mailto:MFSC@Hud.gov) mailbox
- Read the FAQs routine. The FAQs will be regularly updated and posted on the [Funds Available](#) page at HUD.gov

- In early March, participate in any of the live regional webinars. *The schedule for the regional webinars will be posted shortly.* [Click to view the schedule and other information](#)